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37483

FHWA-97-2979-26

July 15, 1998

Dear Sirs,

I am writing this letter in regards to my move from Florida to St. Louis, Missouri. As a Senior Citizen Widow I felt that people should be warn about movers who take advantage of older people. The main person I'm writing about is President William E. Vernay, Sr. 5674 Enterprise Pkwy. Fort Myers, fl. 33905 who works for North American Van Lines.

He was suppose to be at my house Jan. 5, 1994 to pack everthing to be stored. He comes Jan. 6, 1994 the day of closing with no tools and had to borrow mine which were pack in my car. His left wrist was wrap and sore from being in a fight the night before that he could hardly use that arm for helping move and pack my things.

The things that I am missing are: 1. Ekcoware copper bottom stainless stell skillet. 2. Small camp stool. 3.. Meal water cooler with spout. 4. Metal ice chest. 5. Blue enamel roasting pan. 6. Brand new door sill, still in the box. 7. Brand new paint pans, rollers and brushes. 8. New latex gloves. 9. Ortho Whirlybird spreader. 10. Garden hose and hose reel. 11. Two pair of tin-snips (1 small & llarge pair. 12. 16" x 23" Plexiglas smooth on one side, rough on the other side. 13. craftsman Hand Truck.

The things that were damage are; 1. Shower rods rubber ends. 2. Pictures frame broken. 3. Popcorn maker lid was glass. 4 Milk glass top for triple dresser that has a big chip out of it. 5. Incense burner top is missing & can't be replace. 6. Two lamp shades that are soild so bad you can not repair.

He would not answer any of my call or certified mail. He told Marge Slone from North American Van Lines of Foth Wayne Indiana that he bought the missing things. This is not **ture**. He bought my work bench, lawn motor, trimmer; and a few other things. The things I've listed, some were packed in a box 12 $\frac{1}{2}$ x 12 $\frac{1}{2}$ x 8 with Danco printed on it. I packed it my self.

This is not the first letter I have **writen**, but I will keep on writing as long as it take to get some done about **things** like this happening.

Thank you so much for taking the time to read my letter.

Sincerely Yours,

Violet C. Novak

DEPARTMENT OF TRANSPORTATION
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DOCKET SECTION